W461ASC : 2K Indoor Wi-Fi Security Camera - Frequently Asked Questions

help.lorextechnology.com/link/portal/57356/57366/Article/3636/w461asc-hd-wi-fi-camera-frequently-asked-questions

The following FAQ article answers many of the general questions about the **2K Indoor Wi-Fi Security Camera** (W461ASC). Where applicable, the FAQ includes links to articles where you may find more information.

Where do I place my Lorex 2K Indoor Wi-Fi Security Camera?

- Place the camera close to your Wi-Fi router as possible.
- Reduce the number of obstructive materials between the camera and the router or access point.
- Other electronic devices such as microwaves, TVs, cordless phones, and baby monitors can cause signal interference. It is recommended to install the camera as far away from these devices as possible.

How to watch live footage from the camera?

1. Launch the Lorex App.
2. From the **Devices** screen, tap a device thumbnail to start live view for a single camera.

For instructions on configuring live view settings, see Configuring Live View.

How to take a snapshot of live recording?

1. Launch the Lorex App.
2. From the **Devices** screen, tap a device thumbnail to start live view for a single camera.
3. Tap **Snapshot.**

Note: Privacy setting has to be **disabled** for taking snapshots.

How to record a live video?

1. Launch the Lorex App.

2. From the **Devices** screen, tap a device thumbnail to start live view for a single camera.
3. Tap **Record Video.**

Note: Privacy setting has to be **disabled** for recording live videos.

Where are my live snapshots and recordings stored?

1. Launch the Lorex App.
2. Tap **Settings** tab.
3. Tap **Manual Recording & Snapshots.**

For more instructions on Manual Recording & Snapshots, see Manual Recording & Snapshots.

How do I enable motion detection and person detection?

1. Launch the Lorex App.
2. Tap ••• icon above the channel thumbnail on the **Devices** screen.
3. Tap **Motion Detection Settings.**
4. Tap icon to enable Motion/Person detection.

Note: If motion/person detection is disabled, you will not receive any motion detection notifications in the Lorex App.

How do I customize Motion Zones™?

1. Launch the Lorex App.
2. Tap ••• icon above the channel thumbnail on the **Devices** screen.
3. Tap **Motion Detection Settings.**
4. Tap **Motion Zones™.**

For full instructions on how to set customized Motion Zones™, see Configuring Motion Zones™.

How to set Sound Detection Settings?

Enabling Sound Detection will record video and send notifications when sound is detected at or above the preset decibel level.

1. Launch the Lorex App.
2. Tap ••• icon above the channel thumbnail on the **Devices** screen.
3. Tap **Sound Detection Settings.**
4. Tap icon to enable Sound Detection. Tap again to disable.

For full instructions on setting Sound Sensitivity, see Configuring Sound Sensitivity.

Why am I receiving so many notifications?

There are a few ways you can lower the number of notifications you are getting.

- **Adjust Motion Detection Settings:** You can enable/disable motion detection and person detection, as well as customize *Motion Zones*™ and *Motion Sensitivity*. Refer to Configuring Motion Zones™ for more information.
- **Manage Notifications:** You can manage notifications in **Device Settings>Notifications** and set a schedule to receive alerts at set periods in the day. Refer to Configuring Notification Settings for more information.
- **Adjust Sound Detection Settings:** You can enable/disable sound detection, as well as customize *Sound Sensitivity* by decreasing the decibel level. Refer to Configuring Sound Sensitivity. for more information.

How do I enable Color Night Vision?

1. Lauch the Lorex App.
2. From the Devices screen, tap ••• icon to configure device settings.
3. Tap icon to disable Auto Night Vision.

Note: Disabling Auto Night Vision will force the camera into **Color Night Vision** mode. Recommended in low-light conditions.

How to change Wi-Fi network?

1. Lauch the Lorex App.
2. From the Devices screen, tap ••• icon to configure device settings.
3. Tap **Wireless Network.**

4. Choose from the list of available Wi-Fi networks.
5. Enter password for the updated Wi-Fi network, then tap **Save.**

Note: Enter the correct Wi-Fi password, otherwise your Lorex device will not be connected to the Wi-Fi.

How to change Time Zone?

1. Lauch the Lorex App.
2. From the Devices screen, tap ••• icon to configure device settings.
3. Tap **Time Zone.**
4. Tap › icon beside **Time Zone** to select from the list of time zones, then tap **Save.**

For full instructions on Time Zone, see Configuring Time Zone.

How to change Daylight Savings Time?

Enable Daylight Savings Time by following these steps:

1. Lauch the Lorex App.
2. From the Devices screen, tap ••• icon to configure device settings.
3. Tap **Time Zone.**
4. Tap icon to enable Daylight Savings Time. Tap again to disable.

For full instructions on customizing Daylight Savings Time, see Customizing Daylight Savings Time.

How to activate Two-Step Verification?

1. Launch the Lorex App.
2. Tap **Settings.**
3. Tap **Account Settings.**
4. Tap **Two-Step Verification.**
5. Tap icon to enable **Two-Step Verification.**

For detailed setup instructions, see Two-Step Verification Setup.

How to optimize video quality?

1. Launch the Lorex App.
2. Tap ••• icon above the channel thumbnail on the **Devices** screen.
3. Tap **Video Settings.**
4. Tap icon to enable **HDR** (High Dynamic Range).

Note: Enabling HDR optimizes video picture in high-contrast conditions such as under-lit and over-lit areas.
By default, the video quality is set to **High (2x1080p HD).**

What is Home & Away™?

Lorex App can automatically use your location to manage your notifications when you are at home or away. The app will notify you when you are inside/outside of your set home perimeter.

To start using this feature, navigate to your mobile device settings and enable **Location** services for Lorex App.

For detailed setup instructions, see Configuring Home & Away™.

How do I remove the HD Wi-Fi Camera from my account?

1. Launch the Lorex App.
2. From the Devices screen, tap ••• icon to configure device settings.
3. Tap **Remove Device.**

How to change decibel level?

Refer to Configuring Sound Sensitivity for more information.

How to permanently delete data of HD Wi-Fi Camera?

Refer to Formatting Device Storage for more information.

What are the compatible SD cards?

Refer to Compatible SD Cards and Storage Sizes for more information.

What devices are compatible with the HD Wi-Fi camera?

Refer to Product Compatibility Chart for more information.